1. PURPOSE OF REPORT

To consider a request from the Home Office that the Registrars offer the European Passport Return Service and to set fees accordingly.

2. RECOMMENDATIONS

That Council:

2.1 Approves the introduction of the European Passport Return Service from 9 July 2018; and

2.2 Approves a fee of £20 per session, excluding VAT and postage.

3. BACKGROUND

3.1 The Home Office has asked Registration Services nationwide to offer the European Passport Return Service, in order to reduce the number of original documents which require to be sent to the Home Office and returned thereafter, thereby improving the service to customers.

3.2 The service covers sole and family applications from European Economic Authority nationals who have applied online for either a registration certificate or a document certifying permanent residence under European regulations. It is similar to the National Document Return Service, which the Council also operates.

3.3 Officers providing the service will be required to undertake fraud checks on all passports presented and the ultra violet and magnifying equipment required
for the purpose has already been provided for the National Document Return Service.

3.4 Four members of the Registration team have been trained by the Home Office to provide the service and it is intended to offer this by appointment only.

4. **FINANCIAL IMPLICATIONS**

4.1 The Home Office has suggested that a fee of £20 per session is appropriate; each appointment will last around 20 minutes. VAT and the cost of Special Delivery will be charged on top of this fee. The service is only operated by five other Scottish Councils, East Ayrshire, Edinburgh, Glasgow, South Lanarkshire and West Lothian.

4.2 The demand for the service is difficult to determine. The National Records of Scotland issued statistics on 24 May 2018, which identified that 21% of Aberdeen’s population was not born in Britain, which is the highest figure of all Scottish cities; given this, the fact that the service is not provided by any other Council north of the central belt and the demand experienced for the Nationality Checking Service, it is expected that there will be a market for it.

5. **LEGAL IMPLICATIONS**

5.1 The Home Office has stated that the service applies to qualifying individuals and their families under the Immigration (EEA) Regulations 2016. The authority to introduce the service derives from the power to advance wellbeing in terms of s20 of the Local Government in Scotland Act 2003 and the ability to charge reasonable fees from s22(8)(b) of that Act.

6. **MANAGEMENT OF RISK**

<table>
<thead>
<tr>
<th>Risk</th>
<th>Low (L), Medium (M), High (H)</th>
<th>Mitigation</th>
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<tbody>
<tr>
<td>Financial</td>
<td>There is minimal financial risk; the Home Office has noted that there may be occasions where an appointment has been prepaid and the applicant, having stated that they have a passport, attends the interview with a European Identity Card.</td>
<td>L</td>
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</table>
Legal

Employee
Staff are required to check that passports are not forgeries; if one is suspected, it is still copied, a form is completed and sent to the Home Office with the original being returned to the applicant without comment.

Customer
It is for the customer to familiarise themselves with the requirements of the service.

Environment
None

Technology
None

Reputational
Minimal – any complaints are likely to be based on applicants missing appointments and seeking refunds.

Customer
The Home Office has trained Council staff in the use of ultra violet and magnifying equipment.

Customer
This is explained clearly on the Home Office website which is the starting point for anyone seeking to use the service. If approved, information will also be placed on the Council website.

Customer
Clarify on website that refunds will not be given for missed appointments

7. OUTCOMES

Local Outcome Improvement Plan Themes

<table>
<thead>
<tr>
<th>Impact of Report</th>
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</thead>
<tbody>
<tr>
<td><strong>Prosperous Economy</strong></td>
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<tr>
<td><strong>Prosperous People</strong></td>
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<tr>
<td><strong>Prosperous Place</strong></td>
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8. IMPACT ASSESSMENTS

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equality &amp; Human Rights Impact Assessment</td>
<td>Not required</td>
</tr>
<tr>
<td>Privacy Impact Assessment</td>
<td>Not required</td>
</tr>
<tr>
<td>Duty of Due Regard / Fairer Scotland Duty</td>
<td>Not required</td>
</tr>
</tbody>
</table>

9. BACKGROUND PAPERS

- Home Office training notes
- National Records of Scotland press release, 24 May 2018

10. APPENDICES

None

11. REPORT AUTHOR CONTACT DETAILS

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